

WHAT IS CLAIMED IS:

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1. A system for reporting status of and offering service to an image communication terminal, said system comprising:

an image communication terminal; a manager
10 personal computer connected to said image communication terminal via a network; and a service center connected to said image communication terminal via said network;

said image communication terminal including a
registering part for registering an e-mail address of
15 said manager, an e-mail address of said service center and identification information of said image communication terminal; an e-mail controlling part for exchanging e-mails via said network; and a status
20 detecting part for detecting statuses of said image communication terminal,

wherein said service center receives and registers said identification information and said e-mail address of said manager from said image communication terminal; and

25 when statuses of said image communication

terminal detected by said status detecting part are sent
from said image communication terminal to said service
center by said mail controlling part using an e-mail,
various information corresponding to said statuses are
5 informed to said manager through a WEB (World Wide Web)
site of said service center.

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2. The system as claimed in claim 1, wherein
said various information from said service center is
informed to said manager using an e-mail with a URL
(Uniform Resource Locator) of a homepage of said manager.

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3. The system as claimed in claim 1, wherein
20 said status detecting part includes consumables
detecting part for detecting shortage status of the
consumables for resources of said image communication
terminal and transmitting part for sending consumables
shortage information, said e-mail address of the manager
25 and said identification information of said image

communication terminal are sent to said service center
in case there is a shortage of the consumables, and
upon reception of said various information
sent from said transmitting part, said service center
5 sends an e-mail to said manager, said e-mail including a
URL of a homepage which enables introduction and
ordering of consumables from the WEB-site.

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4. The system as claimed in claim 3,
wherein said service center includes type-of-consumables
information for each of said image communication
15 terminal and comprises:

introducing means for introducing consumables
for the image communication terminal installed at the
user location, ordering means for the user to order
consumables on the homepage and informing means for
20 informing time and date of delivery of consumables on
the homepage.

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5. The system as claimed in claim 1, wherein
said status detecting part includes maintenance/failure
detecting part for detecting necessity of maintenance or
failure status of said image communication terminal and
5 transmitting part for sending maintenance/failure
information, said e-mail address of the manager and said
identification information of said image communication
terminal are sent to said service center, and

upon detection of a state where maintenance or
10 repair is necessary, said service center sends an e-mail
about said various information to said manager, said
manager is informed of information corresponding to said
maintenance/failure status information from a WEB-site
of said service center.

6. The system as claimed in claimed in claim 5,
20 wherein said service center includes failure information
or maintenance information for each of said image
communication terminal and comprises:

introducing means for introducing information
including information indicating time and date when the
25 service-person is available and information related to

new-product guide information.

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7. The system as claimed in claim 1, wherein
said image communication terminal sends an e-mail
informing completion of replenishment of said
consumables or completion of maintenance/repair of the
10 resource, and upon reception of said e-mail, said
service center deletes the message informed by said
manager from the homepage.